

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide

Filing an Application

Number

63-103

Page

1 of 4

Background:

An Application is a customer's request for CalFresh benefits.

Policy:

63-103.1 CalFresh Application Process:

The application process includes:

- Filing and completing an application.
- Scheduling an interview and documenting in case comments how the customer was notified of the interview (in person, by phone or by mail).
- Verifying information needed to make an eligibility determination.
- Evaluating for Expedited Services on each application. 63-105
- Processing all applications within the time limits specified in 63-109.
- Issuing CalFresh benefits to customers that have completed the application process and have been determined eligible.

Procedure:

63-103.2 Application Forms:

Refer to Processing Guide #103-01 for the list of current application forms for CalFresh

The Family Resource Center (FRC) must:

- Provide CalFresh applications to anyone who requests one
- Place CalFresh application packets in a prominent area in the lobby
- Make sure that the application packets are accessible to the public, including persons with disabilities, without their having to ask for them.

The application forms may be taken out of the office to be completed at a later date. The FRC must establish a process for customers to submit applications after working hours or on days when the office is closed.

The CF 285 is the application for CalFresh and is used to:

- Initiate the application process
- Identify customer's that are potentially eligible to expedited services
- Determine household composition
- Combines the application, statement of facts and rights and responsibilities into one form
- Requires only one signature by the Head of Household or Authorized Representative
- The "Coversheet" and "Program Rules" and "Penalties" (Rights and Responsibilities) at the beginning of the application allow the customer to tear off those pages and keep it for their records.

Customers can submit a signed SAWS 1 to begin the application process, and set the beginning date of aid. When the customer has submitted the signed the SAWS 1, it is not necessary for them to sign the CF 285 or SAWS 2 Plus.

If a customer is applying for CalFresh along with other aids, such as CalWORKs and/or Medi-Cal, the SAWS 2 Plus form should be used.

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide

Filing an Application

Number

63-103

Page

2 of 4

Applications completed online using MyBenefits CalWIN (MyBCW) will need to be retrieved from MyBCW and imaged. They will have the customer's electronic signature on the form.

Applications completed during a Face to Face interview at the FRC will generate a CalWIN Statement of Facts. The customer will need to sign the CalWIN Statement of Facts, unless they have already submitted a signed SAWS 1.

After completing the interview, it is always required to print the CalWIN Statement of Facts and give a copy to the customer for their review and records.

If a customer mistakenly submits the wrong combination of forms, the county will accept the forms and process the application.

Customers are encouraged to file an application on the same day that they contact the County to apply for CalFresh. Encourage customers to complete the application as much as possible before submitting it. The more complete the application, the faster eligibility can be determined. However, applications with only name, address and signature will be accepted.

63-103.3 Application Packet

Refer to Processing Guide #103-01 for a list of forms that are required to be in the application packets.

Customers will not be required to complete any County developed prescreening form.

Refer to Section 63-304.2 for a list of forms required during recertification.

63-103.4 Availability of Application Forms

Application forms will be made available to persons wishing to apply for themselves or for others and to anyone who request them. Refer to Processing Guide # 103-01.

63-103.5 IEVS Interface:

All customers are notified in writing at the time of the application and recertification, that information from the Income and Earnings Verification System (IEVS) system will be requested, used and verified. Information discovered through IEVS may affect the customer's eligibility and benefit level.

63-103.6 Privacy Act Statement:

All customers are notified in writing of the following:

- The collection of information, including the Social Security Number (SSN) of each household member will be:
 - Used to determine eligibility to CalFresh
 - Verified through a computer matching program
 - Used to monitor compliance with program regulations and for program management
 - Disclosed to other federal and state agencies for official examination, and to law enforcement apprehending persons who are fleeing felons.
- Providing the requested information, including the SSN, of household members is voluntary. However, failure to provide the requested information will result in denial of CalFresh benefits to each individual failing to provide a SSN.

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide

Filing an Application

Number

63-103

Page

3 of 4

- If a claim is made against the household, the information on the application, including the SSN's, may be referred to federal and state agencies and private claims collection agencies for claims collection.
- Viewing or providing a Social Security Card (SSN) is not required to apply for CalFresh. The customer is only required to provide the Social Security Number or proof of application for the SSN. 63-117.11 and 63-161.

Follow policies outlined in 63-354 before releasing information to public agencies.

63-103.7 Right to File:

Customers may file an application for CalFresh by submitting the forms:

- My Benefits CalWIN at www.mybenefitscalwin.org
- Call 2-1-1 San Diego (application assistance provided by Community Based Organizations)
- Fax the Document Processing Center at (619) 236-9167
- An e-mail to Access at:
http://www.sandiegocounty.gov/content/sdc/hhsa/email.html?sendto=SSP_ACCESS
- The U.S. Mail
- Submitted in person at the FRC

The length of time to approve benefits is determined by the date the application is filed with the County.

Applications signed with electronic signatures or hand signed and then transmitted by fax or other electronic means are acceptable.

Each household will be informed they:

- Have the right to file an application on the same day that they contact the FRC during office hours, either paper or electronic
- Do not have to be interviewed before filing
- **May file a partially completed application form as long as it contains:**
 - The customer's name
 - The customer's address
 - The head of households or A/R signature

The SAWS1, CF285, or SAWS2 Plus application contains the penalty of perjury statement and must be signed by an adult household member or A/R or a responsible minor (when the applicant household is composed entirely of minors and has no adult to act on their behalf).

Only one adult household member or A/R will attest, under penalty of perjury that all eligible members of the CalFresh household are a U.S. Citizen, Naturalized Citizen or lawful noncitizen residents. Only one adult member, either the head of household or A/R, is required to sign the CalFresh application.

Signs will be posted in the FRC explaining the application processing standards and the right to file an application on the day of initial contact.

The date the application is received by the FRC will be recorded on the application form.

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide

Filing an Application

Number

63-103

Page

4 of 4

63-103.8 Disposition of Applications:

A customer may contact any FRC when they apply for CalFresh. The FRC that receives the application will process the application and then transfer the case to the appropriate zip code (if necessary) after it is approved. The length of time to deliver benefits is calculated from the date the application is received by the initial FRC office. If a customer has mailed their application to an office other than an FRC, the filing date will be the first date the FRC receives the application.

Refer to “No Wrong Door and FRC Lobby Operation Guidelines” in the Eligibility Policy and Procedure Guide (EPPG) for internal office procedures.

Establishing the Date of Application

If the application is submitted...	Then the date of application will be...
By 5:00 PM on a business day	The date that the application is submitted to the County
After 5:00PM on a business day	The next business day from the date that the application was submitted to the County. <i>Example:</i> Application was submitted on Monday 4/19/15 at 5:30 PM. Date of application will be Tuesday 4/20/15.
On a non-business day	The next business day from the date that the application was submitted to the County. <i>Example:</i> Application was submitted on Saturday 4/24/15 at 9:30 AM. Date of application will be Monday 4/26/15. If Monday is a County holiday, then date of application will be Tuesday 4/27/15.

No Shows/Withdrawals/Ineligible Households/Eligible Households

Refer to Processing Guide # 103-01

63-103.9 National Voter Registration Act:

National Voter Registration Act (NVRA) can be found in the Eligibility Policy Procedure Guide (EPPG)

Procedure:

CalFresh Processing Guide # 103-01

References:

All County Letter No. 15-84

Sunset Date:

This policy will be reviewed for continuance on or by 01/13/2018.

Release Date:

01/13/2016